

In the Claims:

Please amend claims 1-11, 14 and 15. The status of the claims is as follows:

1. (Currently amended) A method for selectively providing technical support documents from a web server having access to the requested technical support documents ~~via the Internet on to~~ a peripheral device via the Internet, the peripheral device being of the type which is capable of executing activated operating events and having an associated web client with a stored default URL for accessing the web server, the method connected to a web server storing the requested technical support documents, comprising the steps of:

~~selecting~~ activating an event on the device;

requesting a the default uniform resource locator with the ~~selected~~ activated event; and,

returning to the device ~~the one or more of the~~ technical support documents that relate ~~relating to the selected~~ activated event of the requested uniform resource locator ~~to the device~~.

2. (Currently amended) The method according to claim 1 further comprising the steps of:

reading device configurations from the web client ~~firmware~~;

determining whether to print or display the returned technical support document from the device configuration;

printing the returned one or more technical support documents when the device configuration indicates print; and,

displaying the returned technical support document when the device configuration indicates display.

3. (Currently amended) The method according to claim 1 wherein said step of ~~selecting an event~~ requesting the default uniform resource locator further comprising the steps of:

reading a device state table of the peripheral device;
obtaining a most recently activated event from the device state table; and
~~determining whether a display is available on the peripheral device;~~
~~selecting the most recently activated event as the selected event when a display is not available on the peripheral device; and,~~
determining whether the most recently activated event produced ~~is an error~~
~~when a display is available on the peripheral device.~~

4. (Currently amended) The method according to claim 3 wherein said step of determining whether the most recently activated event is an error further comprising the steps of:

selecting the most recently activated event ~~as the selected event when the~~
most recently activated event is produced ~~an error; and,~~
requesting the default uniform resource locator without a ~~selected an~~
activated event when the most recently activated event is did not produce ~~not an error.~~

5. (Currently amended) The method according to claim 4 wherein said step of obtaining a default uniform resource locator further comprising the steps of:

returning a help menu for ~~selecting~~ activating an event;
displaying the help menu to the user;
choosing an event from the help menu by the user; and,
selecting the chosen event from the help menu as the ~~selected~~ activated
event.

6. (Currently amended) The method according to claim 1 wherein, prior to said step of requesting a default uniform resource locator with the ~~selected~~ activated event, further comprising the step of obtaining a default uniform resource locator from the ~~firmware of the device~~ web client.

7. (Currently amended) A method for providing context sensitive technical support documents via the Internet ~~on~~ to a peripheral device having a device state table for keeping a log of events of the device, wherein the peripheral device is connected to a web server storing the requested technical support documents, comprising the steps of:

obtaining a most recently activated event from the device state table;

requesting a default uniform resource locator with the most recently activated event; and,

returning to the device one or more of the technical support documents relating which relate to the most recently activated event ~~to the device~~.

8. (Currently amended) A computer program product comprising a computer usable medium having computer readable program codes embodied in the medium that when executed causes a computer to:

obtain a most recently activated event from ~~the~~ a device state table in a peripheral device computer;

request a default uniform resource locator for a server having technical support documents relating to ~~with~~ the most recently activated event; and,

return ~~the~~ one or more technical support documents relating to the most recently activated event to the device.

9. (Currently amended) A computer program product comprising a computer usable medium having computer readable program codes embodied in the medium that when executed causes a computer to:

select an event on ~~the~~ a peripheral device;

obtain a default uniform resource locator from ~~the~~ firmware of the peripheral device;

request the default uniform resource locator with the selected event; and,

return to the device one or more ~~the~~ technical support document documents relating to the selected event of the requested uniform resource locator ~~to the device~~.

10. (Currently amended) A system for providing technical support documents ~~on~~ to a peripheral device via the Internet, comprising:

a peripheral device having a web client for requesting a relevant technical support document of an ~~selected~~ activated event using a default uniform resource locator; and,

a web server for servicing the default uniform resource locator by returning the relevant technical support document relating to the selected event.

11. (Currently amended) The system as defined in claim 10 further comprising a dedicated switch ~~for users to activate on~~ the peripheral device for users to request technical support documents.

12. (Original) The system as defined in claim 11 wherein said dedicated switch is a push button located on the peripheral device.

13. (Original) The system as defined in claim 11 wherein said dedicated switch is an icon that is displayed on the control panel of the peripheral device.

14. (Currently amended) The system as defined in claim 10 wherein said peripheral device further comprising a device state table for storing a log of events of the device, wherein the most recently activated event from the device state table is the ~~selected~~activated event when the peripheral device makes a technical support document request.

15. (Currently amended) The system as defined in claim 10 wherein the ~~selected~~activated event is appended to the request for the default uniform resource locator.